Annual Report
1985 – 86

Ministry of
Human Resources

Services for People

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Annual Report
1985 – 86

Ministry of Human Resources

Services for People

BC

Office of the Minister of Human Resources
Parliament Buildings
Victoria, British Columbia

The Honourable Robert G. Rogers,
Lieutenant-Governor of the Province of British Columbia

MAY IT PLEASE YOUR HONOUR:

The Annual Report of the Ministry of Human Resources
for fiscal year 1985-86 is respectfully submitted.

CLAUDE H. RICHMOND
Minister of Human Resources

Ministry of Human Resources,
Victoria, British Columbia

The Honourable Claude H. Richmond
Minister of Human Resources
Victoria, British Columbia

Sir:
I have the honor to submit the Annual Report of the Ministry of Human Resources for fiscal year 1985-86.

JOHN NOBLE,
Deputy Minister of Human Resources

MESSAGE FROM THE MINISTER

Since becoming Minister of the expanded Ministry of Social Services and Housing in August, 1986, I have had many opportunities to see for myself the positive results of the many initiatives introduced in 1985-86 by my predecessors, the Honourable Grace McCarthy and the Honourable Jim Nielsen, and implemented by a capable and energetic staff. In particular I note with pride the significant achievement of integrating mentally handicapped individuals into the community. In my own riding of Kamloops, the Tranquille institution was closed and I am happy to report on the success of the residents in their new homes.

I would also like to take this opportunity to note that this Ministry continues in 1986-87 to pursue the goal of promoting individual self-reliance among our clients wherever possible. I have already taken steps to pursue this goal with such initiatives as the enhanced earnings exemption and a number of exciting employment support programs for income assistance recipients – such as JOB TRAC and FORSAR. These programs are designed to assist employable recipients achieve financial independence. We appreciate the support of other provincial ministries in these programs as well as the assistance of the federal government.

Claude Richmond
Minister of Social Services and Housing

MESSAGE FROM THE DEPUTY MINISTER

The staff of the ministry continue to operate in the front lines of social change. A few years ago, very little was heard of the sexual abuse of children; in the past year, it has occupied the headlines. Also, the traditional view of "welfare" has had to change with the changes that have occurred in the nature of the work force. There is now a better understanding of the complex nature of the income assistance caseload; with the large increase of employable persons seeking assistance for the first time, there is much greater emphasis on services related to employment and training, on inter-ministry co-operation and on inter-governmental accords such as the "Four Corners Agreement" between Employment and Immigration Canada, Health and Welfare Canada, the Ministry of Labour and the Ministry of Human Resources.

As a ministry team, we continue our efforts to enhance public understanding of our services, our mandate, our limits and our limitless possibilities in helping others to help themselves. After all, we are accountable to the public through their elected representatives and, in particular, the minister.

Ministry staff have remained flexible and responsible in the face of changing and increasing demands for service. I must commend all staff for meeting the many challenges and give special mention to those who set a new standard for the development of community based services for the mentally handicapped with the closure of Tranquille institution.

John Noble
Deputy Minister of Social
Services and Housing

On August 14, 1986, the name of the ministry was changed from Human Resources to Social Services and Housing.

This report pertains to the services, expenditures, and highlights of the Ministry of Human Resources for the fiscal year April 1, 1985 to March 31, 1986.

Matters relating to housing for the fiscal year 1985 - 86 are reported in the annual report prepared by the former Ministry of Lands, Parks and Housing.

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SECTION I

Financial Report

FINANCIAL REPORT
MINISTRY FINANCIAL DATA

TABLE 1

Summary of Estimates and Expenditures by Major Program Classification, 1985-86 $Millions.

	Authorized Budget*	Actual Expenditures	Over/(Under) Expenditure
GAIN Programs	921.5	919.4	(2.1)
Rehabilitation & Support Services	157.4	153.4	(4.0)
Pharmacare	129.5	136.5	7.0
Services to Families and Children	123.5	126.7	3.2
Services to Seniors	29.4	29.3	(0.1)
Direct Community Services	70.4	70.5	0.1
Administration	32.6	32.3	(0.3)
TOTAL	**1,464.3**	**1,468.1**	**3.8****

For purposes of program classification, line social worker salaries are treated as direct program costs.

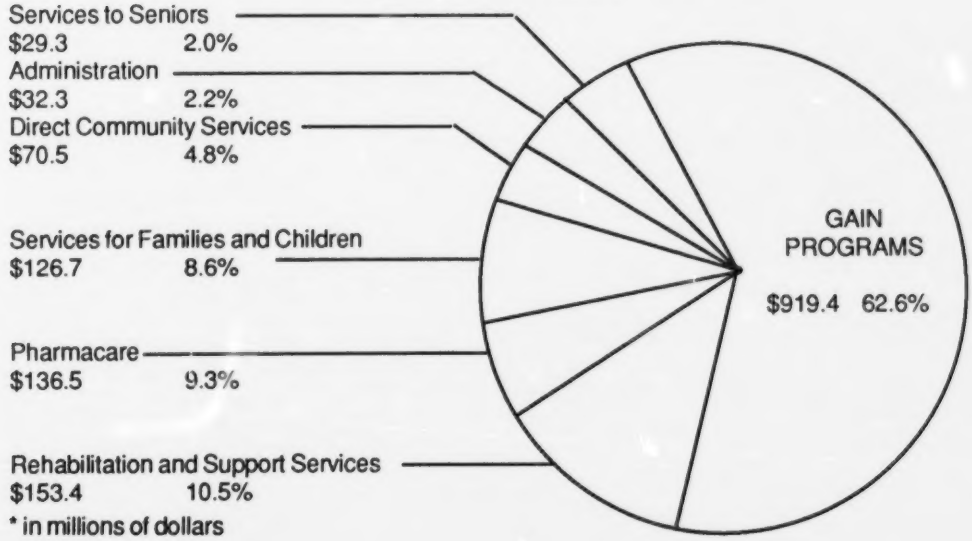
Detailed figures on ministry expenditures are available from Public Accounts, 1985-86 Volume 1, published by the Ministry of Finance. Additional statistical, financial and program information is available in the Supplement to the Annual Report, 1985-86.

* Main Estimates Voted (details are available from Estimates, Fiscal Year Ending March 31, 1986, published by the Ministry of Finance) as adjusted for transfers of funds during the fiscal year.

** Special Warrant funds were approved in February, 1986 to cover anticipated net over - expenditures in the ministry.

FIGURE 1

MINISTRY OF HUMAN RESOURCES
EXPENDITURES* BY MAJOR PROGRAM CLASSIFICATION, 1985 – 86
(TOTAL: $1,468.1 Million)



* in millions of dollars

FEDERAL COST-SHARING IN PROVINCIAL PROGRAMS

The Ministry of Human Resources provides a range of services to families, children, and people who are disadvantaged because of age, handicap or unemployment. The federal government contributes a significant share of the ministry's operating and program costs by agreement with the province under the Canada Assistance Plan (CAP) Act of April 1, 1966.

The CAP accounting office of the ministry's Finance Division is responsible for filing all claims for cost-sharing under CAP. The federal government, however, restricts the types of programs it supports. For example, the ministry provides Shelter Aid for Elderly Renters (SAFER) and Pharmacare to persons 65 years of age and over, but the federal government does not share in the cost of these programs because eligibility is not determined by a test of need.

During the fiscal year 1985-86, ministry expenditures totalled $1,468 million of which $1,152 million was eligible for cost-sharing. The province received $567 million from the federal government under CAP, including an adjustment of $9 million for previous years.

All cost-sharing under CAP is based on claims submitted by the Ministry of Human Resources. To ensure that full advantage is taken of cost-sharing provisions, the ministry has provided cost-sharing guidelines to the other ministries in the province. In 1985-86, the CAP accounting office recovered $44 million for other ministries' programs, including $23 million from cost-sharing of expenditures from previous years. In addition, $0.6 million was received from the federal government and distributed to municipalities for CAP cost-sharing of municipal grants to approved agencies.

The ministry also receives revenue from Indian and Northern Affairs Canada (INAC) for the cost of care for registered status Indian children. In 1985-86, the ministry claimed $13.9 million from INAC.

SECTION II

Administration and Organization

MINISTRY ADMINISTRATION AND ORGANIZATION

MINISTRY OF HUMAN RESOURCES

MANDATE

Under the Ministry of Human Resources Act, the ministry has responsibility for matters relating to social and public welfare and social assistance. Within this jurisdiction, the ministry administers a range of social service and income security programs. Some of these programs may be broadly divided into two main types of services: income assistance services which help people in financial need, and services for families and children which support families and protect the safety and well-being of children. Other service areas include residential programs and services for the mentally retarded, services for seniors, and Pharmacare, which provides assistance with the cost of prescription drugs.

Policy, priorities and program content for these services and programs are determined by government through legislation and through cabinet and ministerial direction.

Currently, ministry services and programs are directed towards six main goals:

1. To provide financial assistance to eligible individuals who request it. (See Income Assistance.)

2. To provide opportunities for eligible individuals to reduce dependence on ministry services and achieve independence. (See Rehabilitation and Support Services.)

3. To investigate every report that a child may be suffering from abuse or neglect and, where necessary, to bring the matter to court for action. (See Family and Children's Services.)

4. To carry out the guardianship responsibilities of the Superintendent of Family and Child Services for those children who have been placed in his care through the court or through agreement with the parents. (See Family and Children's Services.)

5. To provide services for eligible families who request assistance in carrying out their parental responsibilities. (See Family and Children's Services, Family Support Programs.)

6. To provide residential care for severely mentally retarded adults who are unable to care for themselves or who cannot be cared for by their families. (See Rehabilitation and Support Services.)

MINISTRY ADMINISTRATION AND ORGANIZATION

The ministry is structured on a regional model. Program and support services, which are centralized within the ministry headquarters, serve to complement the regional functions.

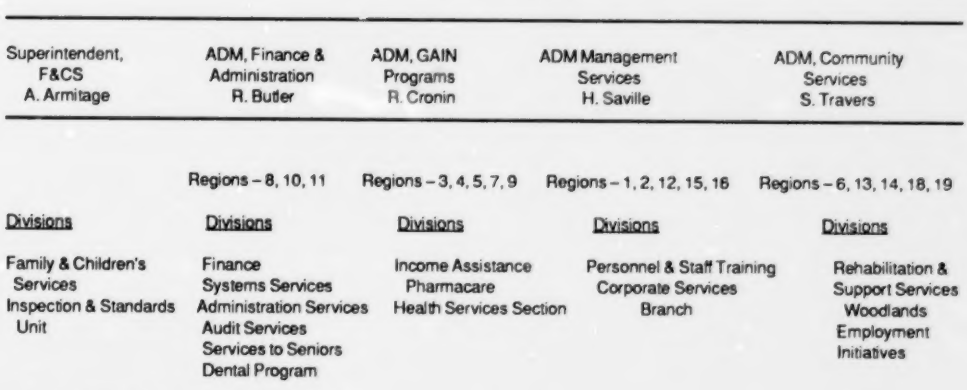
The regional, institutional, and headquarters levels are inter-related through an organizational structure which is designed to decentralize the decision making process wherever possible. The deputy minister and executive committee provide direction and control of the organization.

In March of 1986, executive positions were reduced and responsibilities within the ministry were reassigned. The reorganized executive consists of four assistant deputy ministers, who report to the deputy minister. In addition, the position of Superintendent of Family and Child Service was introduced. The superintendent is also part of the ministry executive and reports to the deputy minister.

Executive committee members advise the deputy minister on policy and administration, and assume overall responsibility for assigned programs and the delivery of all services in designated geographic regions of the province. The deputy minister is responsible to the minister for ensuring that the ministry's policies, priorities and program content, as determined by government, are properly administered.

Assignments to executive committee members as of March 31, 1986, are shown on the organizational chart below:

Figure 2
Ministry of Human Resources
Organizational Chart, March 31, 1986



DIVISIONAL ORGANIZATION

As of March 31, 1986, there were four program divisions. These were: Income Assistance Division, Family and Children's Services Division, Rehabilitation and Support Services Division, and Pharmacare, with its Medical Services Section. The major responsibilities of program divisions include program review, co-ordination and monitoring, policy development and documentation, and consultative services for regional staff on policy and procedural questions.

There are five other divisions providing centralized support services to executive committee and to field staff in the regions. These include Finance Division (which also administers the GAIN for Seniors benefits, Bus Pass Program and the SAFER Program), Personnel and Staff Training Division, Administrative Services Division, Systems Services Division and Corporate Services Branch (which encompasses Research, Evaluation and Statistics Division, Federal-Provincial Agreements Division, Information Services Division, and Planning Services).

SERVICE DELIVERY SYSTEM

In order to provide service to qualifying clients throughout the province, the ministry has developed a network of 160 offices throughout British Columbia. District offices are responsible for assessing need under the Guaranteed Available Income for Need (GAIN) Act and for providing income assistance and employment rehabilitation services to clients. In addition to providing a range of support services such as child day care, infant development, and child care counsellors, the ministry's district offices are also responsible for investigating child abuse complaints and bringing matters to court when it appears that a child is in need of protection under the Family and Child Service Act. District office staff supervise the

placement of children in care in foster homes or other resources and assist with the planning and community placements for mentally retarded individuals. Only the Pharmacare Program, SAFER, Bus Pass and GAIN for Seniors Supplement are provided through central offices in Victoria.

District offices are staffed by financial assistance workers who work mainly with applicants for income assistance, and by social workers who provide family services and protection services for children. These staff are supported by clerical staff, employment rehabilitation officers and regional inspectors. Rehabilitation officers and regional inspectors may operate from a centralized regional office. The organization of each district office varies depending on the needs of the community being served. Each office is under the direction of a district supervisor.

REGIONAL ORGANIZATION

The province has been divided into 18 management regions, each under the direction of a regional manager. Regional managers are accountable for the delivery of social services and income assistance programs within their regions. They supervise the activities of the district offices within their regions and ensure that quality service is delivered according to established policy. Regional managers have significant autonomy in managing staff, deploying resources, reviewing and approving contracted services, and recommending grants to community agencies. They are also responsible for approving services in exceptional situations, co-ordinating regional personnel and staff training activities, formulating budgets and handling public inquiries and client appeals.

The ministry's 18 regions and district offices are:

Region 1: **Vancouver East** (regional office and six district offices in Vancouver).

Region 2: **Vancouver Burrard** (regional office and nine district offices in Vancouver).

Region 3: **Okanagan** (regional office in Vernon); district offices in Grand Forks, Kelowna (two offices), Oliver, Penticton (two offices), Summerland, Vernon (two offices), Westbank and Winfield.

Region 4: **Kootenays** (regional office in Nelson); district offices in Castlegar, Cranbrook, Creston, Fernie, Invermere, Kimberley, Nelson, New Denver, Sparwood and Trail.

Region 5: **Prince George-Cariboo** (regional office in Prince George); district offices in Fort St. James, McBride, Mackenzie, Prince George (four offices), Quesnel, Vanderhoof and Williams Lake.

Region 6: **Fraser Valley** (regional office in Clearbrook); district offices in Abbotsford, Aldergrove, Chilliwack (two offices), Clearbrook, Hope, Langley and Mission.

Region 7: **Prince Rupert/Bulkley Valley** (regional office in Prince George); district offices in Burns Lake, Cassiar, Chetwynd, Dawson Creek, Fort Nelson, Fort St. John, Hazelton, Houston, Kitimat, Prince Rupert, Queen Charlotte City, Smithers and Terrace.

Region 8: **Victoria West** (regional office in Victoria); district offices in Cowichan, Duncan, Esquimalt, Langford, Sidney and Sooke.

Region 9: **Kamloops Mainline** (regional office in Kamloops); district offices in Ashcroft, Clearwater, Golden, Kamloops (four offices), Lillooet, Merritt, Princeton, Revelstoke, Salmon Arm and 100 Mile House.

Region 10: **Vancouver Island North** (regional office in Nanaimo); district offices in Campbell River (two offices), Courtenay (two offices), Nanimo (three offices), Parksville, Port Alberni and Port Hardy.

Region 11: **Victoria East** (regional office in Victoria); district offices in Victoria (six offices), and Saanich.

Region 12: **Fraser South** (regional office in Vancouver); district offices in Delta (two offices), Richmond (three offices) and Vancouver (four offices).

Region 13: **Fraser North** (regional office in New Westminister); district offices in Burnaby (five offices) and New Westminster (two offices).

Region 14: North Shore-Sunshine Coast (regional office in North Vancouver); district offices in Bella Coola, North Vancouver (three offices), Powell River, Sechelt, Squamish and West Vancouver.

Region15: VancouverDowntown-Strathcona (regional office and seven district offices in Vancouver).

Region 16: Vancouver South (regional office and nine district offices in Vancouver).

Region 18: Surrey (regional office in Surrey); district offices in Cloverdale, Surrey (five offices), Whalley and White Rock.

Region 19: Coquitlam-Maple Ridge (regional office in Coquitlam); district offices in Coquitlam (two offices), Maple Ridge (two offices), Port Coquitlam and Port Moody.

In addition to the aforementioned district offices, each region may have one or more specialized offices for administering support services such as child day care, foster home recruitment and child care resource placement services.

FINANCIAL SERVICES AND ADMINISTRATION SUPPORT

The Finance Division is responsible for all financial and accounting functions in the ministry, provides various support services and centrally administers several of the ministry's programs.

In fulfilling these responsibilities, the division develops and establishes financial policies and procedures, facilitiates financial planning and provides support in the budget process to program staff and senior officials. It processes payments for ministry programs and adminstrative expenditures and prepares revenue claims for the Province of British Columbia under the Canada Assistance Plan. The division operates the ministry's stockroom, co-ordinates the purchase and lease of supplies and equipment, distributes ministry directives, manuals and other publications and provides mail and building services for the ministry headquarters. In addition, it administers the GAIN for Seniors Supplement Program, the Shelter Aid for Elderly Renters Program, the Bus Pass Program and the ministry's financial policies. During 1985-86, the Finance Division introduced direct deposit for many of the minstry's social services program payments such as day care, adult care, homemakers and special services to children.

SYSTEMS SERVICES

Systems Services Division is responsible for the development, operation and maintenance of the ministry's electronic data processing systems, in accordance with the ministry's Automated Systems Plan.

During the 1985-86 fiscal year, the division's major priorities included the provision of improved financial and control procedures to meet the requirements of the comptroller's office; improved data reports for management information pertaining to income assistance and payments, including a central registry of clients and management information systems with systems in district and regional offices; and the installation of a mini-computer, with subsequent transfer of program data to this computer in order to effect greater cost savings, ease of access, and improved efficiency. Programs transferred to the computer in 1985-86 include family support and emergency services, as well as office automation in the form of electronic mail and calendaring.

AUDIT SERVICES

Under the authority of the GAIN Act (section 23), Audit Services Division monitors ministry operations and systems to evaluate the adequacy and effectiveness of internal control sytems, and to determine whether policy is correctly and uniformly administered throughout the ministry. These audits are planned, co-ordinated and executed on a cyclical basis to help achieve the ministry's operational goals.

Audit Services Division is responsible to the office of the deputy minister. This organizational structure assures that audit findings and recommendations will be considered and followed up at the highest management level. It also allows the degree of independence needed to achieve audit objectives. Audit appraisal activities are co-ordinated through an audit committee which provides a direct link with the ministry executive committee. The audit committee is structured to endorse and support the activities of the Audit Servics Division and to promote a high degree of interest in establishing and maintaining good systems of internal control.

MAP 1

YUKON
ATLIN
N.W.T.
CASSIAR
DEASE LAKE
FORT NELSON
7
STEWART
FORT ST. JOHN
DAWSON CREEK
MASSET
PRINCE RUPERT
SMITHERS
TERRACE
KITIMAT
MACKENZIE
BURNS LAKE
PRINCE GEORGE
5
BELLA COOLA
QUESNEL
WILLIAMS LAKE
PORT HARDY
9
PACIFIC OCEAN
CAMPBELL RIVER
GOLDEN
REVELSTOKE
10
POWELL RIVER
KAMLOOPS
VERNON
PORT ALBERNI
KELOWNA
4
VANCOUVER
NANAIMO
PENTICTON
NELSON
KIMBERLEY
FERNIE
6
3
See Map 2 for this area
VICTORIA
TRAIL
CRANBROOK
1
U.S.A.

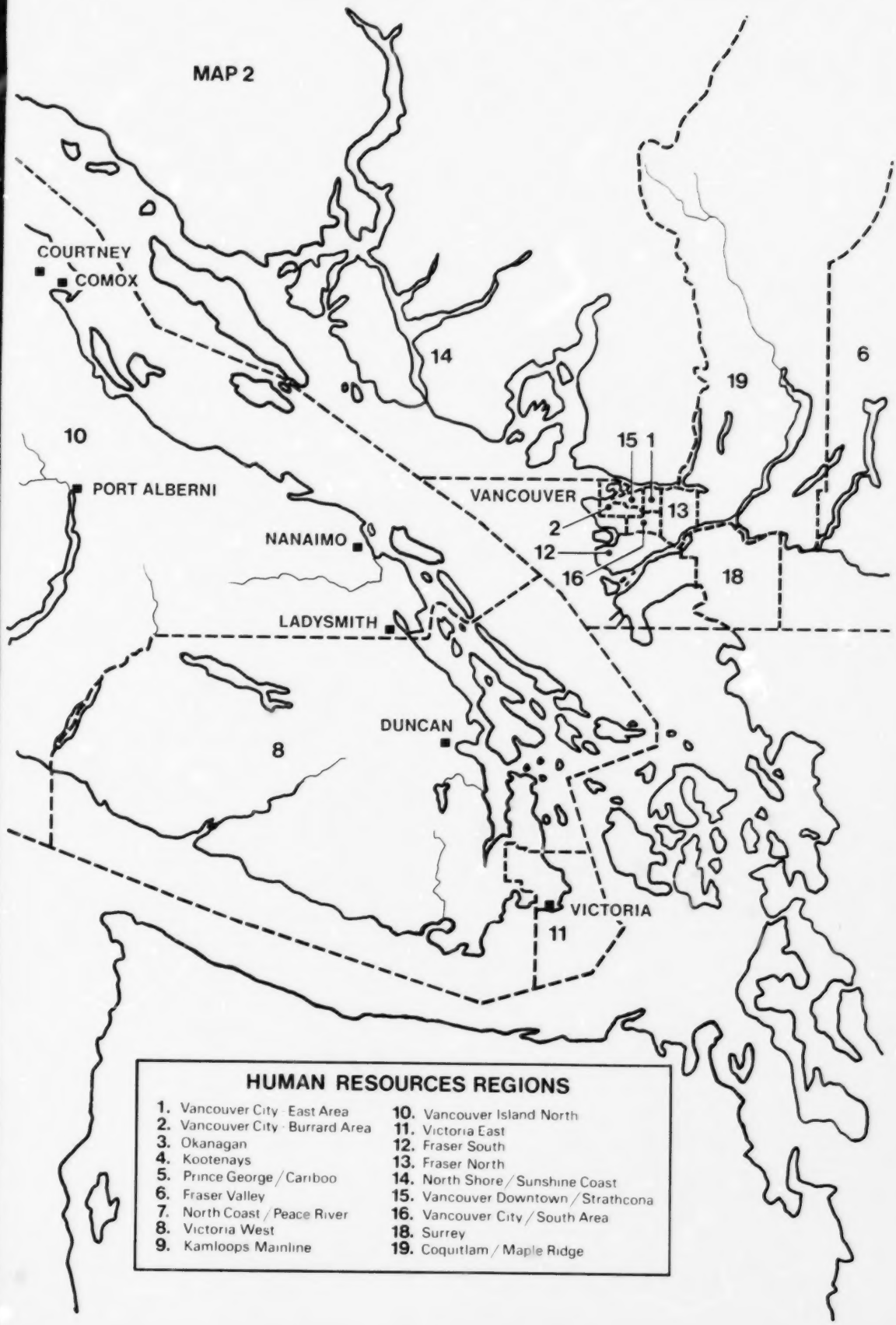

MAP 2
COURTNEY
COMOX
PORT ALBERNI
NANAIMO
LADYSMITH
DUNCAN
VICTORIA
VANCOUVER
10
8
11
14
19
6
15
1
13
2
12
16
18
HUMAN RESOURCES REGIONS
1. Vancouver City - East Area
2. Vancouver City - Burrard Area
3. Okanagan
4. Kootenays
5. Prince George / Cariboo
6. Fraser Valley
7. North Coast / Peace River
8. Victoria West
9. Kamloops Mainline
10. Vancouver Island North
11. Victoria East
12. Fraser South
13. Fraser North
14. North Shore / Sunshine Coast
15. Vancouver Downtown / Strathcona
16. Vancouver City / South Area
18. Surrey
19. Coquitlam / Maple Ridge

Table 2

Audits Completed, 1985-86

Ministry Regional Offices	2
Ministry District and Resource Offices	48
Nonprofit Organizations Funded by the Ministry	3
System Audits	1
Special Audits	3

CORPORATE SERVICES BRANCH

Formerly called the Planning Branch, the Corporate Services Branch is responsible for development and co-ordination of social and economic research and analysis; policy and program evaluation; inter-governmental negotiations and agreements; production and release of information to the public; and co-ordination of the budget process for the ministry.

Divisions of the branch include Planning Services; Research, Evaluation and Statistics; Federal-Provincial Agreements; and Information Services.

Planning Services

The Planning Services Section is accountable for the provision of general policy analysis and planning recommendations to the minister, deputy minister, assistant deputy ministers, executive committee, and senior managers within the Ministry of Human Resources. As well, the section provides consultation and information to other ministries and branches of government. Policy and planning recommendations are developed from analysis, co-ordination and assessment of policies, initiatives, and programs within the context of ministry and provincial government goals and objectives.

During 1985-86, the Planning Services Section worked on a variety of projects and assignments. Activities included production of the annual staff allocation report and consultation on its application to individual regions; overall co-ordination of ministry policy and planning with respect to contacts with agencies providing services to ministry clients; co-ordination of ministry budget submissions; co-ordination of visits of social service representatives from other countries; administration of the process for equitable distribution of government vehicles; monitoring and updating legislation pertinent to the ministry; and evaluation of the ministry's planning process.

Other activities include: participation on senior planning committees, preparation of briefing notes requested by cabinet secretariat and analysis of federal initiatives for the potential impact on ministry programs.

Research, Evaluation and Statistics

The Research, Evaluation and Statistics Division develops and maintains statistical information for program monitoring and evaluation; analyses the potential cost and client impact of policy and program proposals; provides innovative analysis to general questions; develops and performs experimental projects to analyse and evaluate programs; and provides consultation to the deputy minister, executive staff, and divisional and regional managers. The division's scope of responsibility includes support for all ministry programs.

During 1985-86, the division continued to develop and enhance computer-based data and statistics for program monitoring, program and policy development, and evaluation and research.

Information Services

Information Services provides information about the ministry's programs and services to the public, the media and special interest groups. The division co-ordinates release of information to the media, develops and distributes material to help field staff with their community education work and provides planning and technical support to the ministry's executive in the area of public relations and information release.

Major activities of the division during 1985-86 included the publication and distribution of the up-dated Inter-Ministry Child Abuse Handbook and an accompanying pamphlet, as well as a video and a series of posters for recruitment of foster parents.

Federal-Provincial Agreements

The objectives of the Federal-Provincial Agreements Division are to ensure that maximum revenues are obtained through federal cost-sharing agreements; that the ministry's position is presented as requested in federal-provincial, inter-provincial and inter-ministerial meetings; and that, in the preparation of ministry program policy, the impact of federal cost-sharing agreements is taken into account.

The division also provides expert advice on administrative and financial arrangements with the federal Department of Indian and

Northern Affairs regarding ministry programs for native Indians on and off reserve.

PERSONNEL AND STAFF TRAINING

Personnel Division maintains ministry personnel information and provides a full range of support services in the areas of staff recruitment and selection, training, classification and organization, employee relations, occupational health and safety and manpower planning. It also provides professional library services to ministry staff.

The division's services are delivered primarily under the statutory authority of the Public Service Act and the Public Service Labour Relations Act. Specific policies and procedures related to the statutory authority are set by the Ministry of Provincial Secretary and Government Services and by the Ministry of Human Resources executive.

Personnel offices are located at Victoria, New Westminster (Woodlands) and Prince George.

As of March 31, 1986, there were 4,464 full-time equivalent positions in the ministry. These full-time equivalent positions included 2,742 assigned to field services, 1,194.6 assigned to Woodlands, and 527.4 assigned to divisions and headquarters. The field services positions are primarily social workers, financial assistance workers, rehabilitation officers and administrative support staff. Institutional positions include nurses, health care workers and other staff required to ensure the operation of a residential facility on a 24-hour basis. Headquarters positions include senior administration, divisional, program and staff support positions.

Table 3

Personnel Activities, 1985-86

New Appointments	397
Promotions	81
Reclassifications	195
Resignations	427
Transfers	160

SECTION III

FAMILY AND CHILDREN'S SERVICES

FAMILY AND CHILDREN'S SERVICES

INTRODUCTION TO PROGRAMS AND SERVICES

The Family and Children's Services Division addresses the safety and well-being of children and assists with the preservation of the family unit. The statutory authorities under which these services are provided are the Family and Child Service Act, the Guaranteed Available Income for Need (GAIN) Act, the Adoption Act, the Child Paternity and Support Act and the Family Relations Act.

FAMILY SUPPORT SERVICES

The ministry provides services to eligible families who request assistance in carrying out their parental responsibilities. The goals of family support services are to enable children to remain within their own families and communities, and to encourage families to function independently.

Family support programs include Special Services to Children, Family Support Homemakers, Rehabilitation Resources and the Chance program. These programs are provided under the statutory authority of the GAIN Act (section 2(1)).

Special Services to Children

The objective of this program is to support families in caring for children with exceptional physical, social or behavioral needs so that the children may remain in their own communities.

The services are provided by child care workers employed by private nonprofit societies under contract with the ministry. Counselling and support services are provided to assist the family in resolving difficulties.

The total expenditure for this program in 1985-86 was $7,102,194. Approximately 1,330 children and families received these services each month in 1985-86.

Family Support Homemakers

The objective of this service is to promote and restore the ability of individuals and families to function independently in the community. Service is provided to mentally handicapped adults, parents of handicapped children and for child protection purposes. Homemakers assist with household management and child care.

The ministry purchases homemaker services from both proprietary agencies and nonprofit societies at a rate set by the Ministry of Health. Families contribute to the cost of the service according to their income.

Total expenditures for the Family Support Homemaker program were $3,978,294 in 1985-86.

Children's Rehabilitation Resources

Children's Rehabilitation Resources are special programs which operate within the school setting. These programs help young people who are experiencing great difficulty at school or who have dropped out of school for social or emotional reasons. They are designed to help these young people acquire basic skills which will enable them to re-enter the regular school system or proceed to further training or employment.

The programs are jointly funded by the Ministry of Human Resources, the Ministry of Education and local school districts. The Ministry of Human Resources purchases the services of child care workers, who assist with behavior management and provide counselling to students and their families. The Ministry of Human Resources also provides some funding for program expenses, while the Ministry of Education and local school districts provide facilities and teaching staff.

Admission to these programs is through a local program advisory committee with representation from the school district, the Ministry of Human Resources, the contracting agency and, if appropriate, probation and health personnel. Children are assigned to Rehabilitation Resources programs for a maximum of one school term at a time.

This program is available in most school districts in the province. In 1985-86, there were 127 programs, employing approximately 235 child care workers. Total expenditures for this program in 1985-86 were $4,869,067.

Chance

The Chance Program began in 1979. The objective of the program is to help children with severe mental or physical handicaps to gain academic and social skills in the school setting.

The program was implemented as a result of joint planning between the Ministries of Human Resources and Education. It followed the establishment of policy by the Ministry of Education in 1978 concerning the education of handicapped children.

Personal attendants work with children who require assistance in the classroom with positioning, eating, mobility, going to the washroom and other activities.

In 1985-86, the Ministry of Human Resources contracted with school districts to purchase the services of 429 personal attendants for approximately 1,600 handicapped children.

Total expenditures for the Chance Program in 1985-86 were $5,487,681. So far, CAP cost-sharing has not been available for the Chance Program because it is provided in the school setting.

CHILD CARE SERVICES

Child Protection Services

Protective services are provided under the Family and Child Services Act. Although core programs remained much the same as in the previous year, changes in the administration of the Office of the Superintendent of Family and Child Service will enhance the ministry's child welfare services.

The changes involve the appointment of a full time superintendent and associate superintendent and the establishment of new children's officer positions throughout the province. These new positions will strengthen child protection services and ensure a clear public presence in relation to the superintendent's role as guardian of children-in-care.

The primary responsibility of the associate superintendent is to assist the ministry to achieve a high standard of child welfare services. The associate superintendent's major duties involve monitoring social work practice and the custodial and care decisions made by ministry field staff and caregivers. The associate superintendent will respond to complaints concerning malpractice involving persons acting on behalf of the superintendent and will directly supervise the ministry's newly created Inspection and Standards Unit.

The children's officers will be situated in each of the ministry's regions to assist the regional manager with the responsibilities for child welfare delegated by the superintendent. This will include a special focus on care assessment and public education in child welfare and child protection.

A revised and updated edition of the Inter-Ministry Child Abuse Handbook was published in 1985. This handbook will enhance the development of inter-ministry protocols to ensure co-operative planning in response to reports of child abuse.

This year marked the beginning of a demonstration project involving the Ministry of Human Resources, the federal Department of Indian Affairs and the Nuu Chah Nulth tribal council to delegate authority for dealing with child welfare matters to band social workers. This project is consistent with the ministry's efforts to have bands become more involved in the delivery of child welfare services on reserve lands, and is awaiting federal government approval of staffing and administration costs.

The Helpline for Children continues to be an important link in the ministry's child protection services. The purpose of the Helpline is to ensure that children who are abused or neglected or adults who believe that children are being abused or neglected can call for help 24 hours a day, 7 days a week. The reporting of suspected child abuse is a requirement of the Family and Child Service Act.

Child Paternity and Support Services

Under the terms of the Child Paternity and Support Act, the Superintendent of Family and Child Service provides assistance to the mothers of children born out of wedlock. The Child Paternity and Support Program helps unmarried mothers obtain support for their children from the natural fathers and offers counselling to both parents.

Under the program, legal counsel is provided, when necessary, to represent the mother when negotiating an ongoing maintenance agreement, a final lump sum agreement, or a maintenance order when court action is required. If court ordered maintenance payments fall in arrears, legal counsel may be provided to the mother to assist in the legal action required to enforce the original maintenance order.

Total receipts obtained from fathers under the provisions of the Child Paternity and Support Act between April 1, 1985 and March 31, 1986 amounted to $720,097.

SERVICES FOR CHILDREN-IN-CARE

Children enter the care of the Superintendent of Family and Child Service under the

mandate of the Family and Child Service Act. They come into care either at the request of the parents through custody agreements or through a court committal when there are protection concerns. Children also come into care through the Family Relations Act (section 29) when orphaned or through the Adoption Act when relinquished at birth by parents.

The primary objective of the service is to reunite the child with the family. When this is not possible, every effort is made to find an adoptive home which best meets the specific needs of the child. Services are provided under the Family and Child Service Act and the GAIN Act.

During 1985-86, 5,563 children were admitted to care, while for the same period, 5,973 children were discharged. For the fiscal year, 13,177 children were served. At March 31, 1986, the child-in-care caseload was 7,204, the lowest in 20 years.

Foster Care

The primary objective of foster care is to provide good substitute parenting for children who are temporarily unable to live with their own families. The statutory authority for provision of the program is the Family and Child Service Act and the GAIN Act.

Foster care is available in all communities throughout British Columbia for children-in-care up to age 19. Foster parents are thoroughly screened and approved by the ministry before children are placed with them. During 1985-86, 53 per cent of all children-in-care were placed in foster homes.

The ministry supports foster homes through its funding of training programs for many foster parent regional councils and through funding of the British Columbia Federation of Foster Parents.

The program expenditure for 1985-86 was $25,010,156. All foster homes received a five per cent increase for basic maintenance on April 1,1985.

Contracted Child Care Resources

The ministry contracts with a number of different types of child care resources for children with special needs who cannot be cared for in foster homes. The statutory mandate for these programs is the Family and Child Service Act (section 16 (1)) and the GAIN Act (sections1(c) and 5).

The continuum of contracted residential care ranges from skilled family care (Special Care Homes) for one or two children to specialized treatment in a residential facility for groups of children. Care and treatment goals are defined for all children placed in child care resources to ensure that they are returned home as soon as possible or, if these children cannot return to their families or relatives, prepared for permanent placement in an adoption home. It is the responsibility of each region to contract for its own child care resources. Regions have developed the following resources to meet children's needs:

Respite Resources

In 1985-86, 42 respite homes offered temporary relief to parents caring for handicapped children.

Receiving and Assessment Resources and Bed Subsidy Homes

These regional resources provide bed space for two to six children who require emergency placement. Often when a child first comes into care, short-term emergency care is needed to assess and develop appropriate plans for the child before placement in a foster or other residential care home. The ministry funded 82 receiving and assessment resources and bed-subsidy homes in 1985-86.

Group Homes

Group homes operate on either a houseparent or staff model and serve three to eight children. There were 109 group homes providing 24-hour care to children during 1985-86. Group homes may be contracted to provide other services, where appropriate, such as family counselling.

Special Care Homes

Special care homes provide individualized care for one to two severely handicapped or disturbed children in a family setting, rather than in a staffed facility. There were 405 special care homes throughout the province in 1985-86 and 196 of these provided care to handicapped children.

Specialized Residential Resources

These staffed resources, normally society-sponsored, offer a variety of programs for emotionally disturbed or handicapped children who require specialized services. The programs range from training homes for autistic children to resources for adolescents. In 1985-86, the ministry

contracted with 74 specialized resources, with a capacity to serve 515 children.

Specialized Non-Residential Resources

These resources offer day programs and outreach services to children and their families where 24-hour care is not required. The services provided include assessment, counselling, family support, work-readiness preparation, work activity and life-skill programs. In 1985-86, 37 non-residential programs were funded.

Intensive Child Care Resources (ICCR)

For severely disturbed children in the province who are not able to benefit from any other services or resources provided through the Ministries of Attorney General, Human Resources, Education and Health, an inter-ministry approach involving intensive services to stabilize the child can be arranged. The Ministry of Human Resources participates in the co-ordination of inter-ministry case planning and, where it is necessary, provides the residential component of the services to the child.

During 1985-86, a total of $54,167,008 was spent on child care resources. The increase in expenditures over the previous year was due to the development of more resources to serve children and teens with behavior problems. The contracted child care resource program can offer skilled child care to meet individual behavioral needs.

ADOPTION SERVICES

The ministry's adoption program operates under the statutory authority of the Adoption Act. Ministry staff are involved in different areas of adoptions, including ministry adoptions, non-ministry adoptions, international adoptions and post-adoption services.

In all adoptions, the objective is to provide permanent homes for children whose parents are unable to care for them. In ministry adoptions, ministry staff place children with families who have been approved for the placement of a child. These children have been voluntarily given up at birth for adoption placement, or have come into the permanent care of the Superintendent of Family and Child Service through the courts. Adoption services are provided for all children who are in the care of the superintendent. A central registry of approved families is maintained in Victoria and children available for adoption are placed with selected applicants. Children are also featured in the ministry's bi-montly Adoption Bulletin, and in a column in the Vancouver Sun entitled "Tuesday's Child." These methods are effective in recruiting families for children where no approved families are available in the registry. In 1985-86, the ministry placed 116 healthy infants for adoption and 291 children with special needs, for a total of 407. There continues to be a need for families who can accept a child or children who are developmentally delayed, mentally handicapped, or are part of a sibling group of three or more.

Non-ministry adoptions are those where the placement of a child is arranged privately, or with relatives. Private adoptions have increased from 105 in 1984 to 119 in 1985. In all private adoptions, the court requires the superintendent to submit a report on the circumstances of the placement and to make a recommendation regarding the granting of an adoption order. In adoptions by step-parents and relatives, the superintendent becomes involved only when requested by the court. Information for the superintendent's report is obtained through a post-placement inquiry conducted by ministry staff.

As the number of infants available for adoption continues to decline, more individuals become interested in adopting internationally. The ministry's role in international adoptions is to facilitate such placements with the assistance of the National Adoption Desk in Ottawa. Last year, there were 57 children from other countries adopted in British Columbia.

Post-adoption services are provided to adoptees and adopting parents after an adoption has been legalized. Ministry staff provide adoptees who wish to learn more about their background with non-identifying medical and background information upon request.

Although there are fewer infants available for adoption, the demand for children has not diminished. Currently, there are over 3,100 applications on file.

INSPECTION AND STANDARDS UNIT

The Inspection and Standards Unit became a separate part of the Family and Children's Services Division in March of 1986. Under the direction of the Associate Superintendent of Family and Child Service, its function is to

monitor and report on standards of practice in child welfare services.

The Inspection and Standards Unit is currently compiling standards of practice and rules of conduct to be used in pro-active audits of selected cases. These standards will be used in regular audits at the district level and will be carried out in conjunction with field staff. The audits will enable the superintendent and field staff to assess how effectively the requirements of the act are being carried out, thus contributing to an improvement in the quality of administration.

The inspectors conduct case investigations on behalf of the superintendent and respond to complaints regarding poor practice or improper conduct. The scope of these investigations encompasses all of the services related to the Family and Children's Services Division.

SECTION IV

Rehabilitation and Support Services

REHABILITATION AND SUPPORT SERVICES

INTRODUCTION TO PROGRAMS AND SERVICES

Rehabilitation and Support Services Division programs are provided under the authority of the Guaranteed Available Income for Need (GAIN) Act. The division's objective is to develop methods which will assist individuals or families to increase their potential and become as independent as possible.

Rehabilitation and Support Services programs include: adult rehabilitation through individual opportunity plans; child day care; infant development; achievement centres for the handicapped; self-help skills; community projects funding; residential services for the mentally retarded, including community residential care and institutional care; and the Senior Citizen Counsellors Program, which is reported under Services to Seniors, Section VII.

ADULT REHABILITATION

Adult Rehabilitation encourages income assistance clients to identify barriers keeping them from employment and to develop an individual opportunity plan which outlines steps they may take to remove those barriers. To help a recipient as much as possible, the Ministry of Human Resources provides ongoing participatory programs to clients as part of their individual opportunity plan.

Individual Opportunity Plan

The purpose of the Individual Opportunity Plan is to help income assistance recipients identify employment barriers and to clearly define attainable steps to overcome these barriers. The Ministry of Human Resources provides ongoing programs for individual opportunity plan participants.

An average of 7,787 clients per month participated in individual opportunity plans in 1985-86.

Incentive Allowance for Employment Program

This program provides a monthly incentive allowance for eligible income assistance recipients who participate at least part-time in a volunteer work experience to help prepare them for entry into the work force. The program operates under the statutory authority of the GAIN Act (section 10) and GAIN Regulations (section 14).

Participants must be in receipt of income assistance and may be placed in nonprofit or private agencies, federal, provincial or municipal government offices, or private sector businesses.

In addition to income assistance, the ministry provides an allowance of $50 for a single person and $100 for a person with dependents to cover program-related expenses. Clients may participate in the program for up to one year.

An average of 482 clients per month participated in the program. Expenditures for the program in 1985-86 were $363,532.

Educational, Vocational and Rehabilitative Services

The Educational, Vocational and Rehabilitative Services Program provides an opportunity for income assistance recipients to take part in educational, vocational or rehabilitative programs in preparation for employment. This program operates under the statutory authority of the GAIN Act (section 10) and GAIN Regulations (section 13).

In addition to basic income assistance, the ministry may provide payment for the cost of educational programs and allowances for extra expenses when other financial assistance is not available.

An average of 5,398 clients per month received assistance with education and training. Expenditures in 1985-86 were $2,949,286, including $889,627 for Job Action.

Job Action

The objective of the Job Action Program is to help income assistance recipients in their progress toward independence by providing them with an organized and effective job search method. The Job Action Program operates under the statutory authority of the GAIN Act (section 10) and GAIN Regulations (section 16).

Job Action Program participants learn techniques to locate prospective employers and methods to present their work skills effectively in employment interviews. The participants receive an allowance of $50 per week to a maximum of $150 for expenses related to job search.

The program is operated with ministry personnel or purchased from individuals or community colleges, depending on the needs

of particular areas within the province.

In 1985-86, the ministry contracted for 36 programs in addition to those operated by the ministry. An average of 628 clients per month participated in the program. Expenditures for Job Action in 1985-86 totalled $889,627.

Work Activity

Work Activity projects enhance opportunities to obtain employment for income assistance recipients who have special needs and who are not able to benefit from other available training programs. These projects operate under the GAIN Act (section 10) and GAIN Regulations (section 16(1)).

Work Activity projects combine life-skills training, educational upgrading, counselling and work experiences into intensive employment preparation programs.

An average of 37 clients per month participated in Work Activity projects in 1985-86. Expenditures in 1985-86 were $651,370.

Assistance to Employment

Under the GAIN Act (section 2) and GAIN Regulations (section 12), financial assistance for essential job-related expenses may be authorized to encourage income assistance recipients to explore employment opportunities. Funds may be provided for essential clothing and transportation or moving costs to a confirmed job when financial aid is not available from any other source.

Expenditures for 1985-86 were $772,240.

Youth Incentive

The Youth Incentive Program provides young people aged 15 to 18 years who lack self-confidence, motivation, or good work habits with an opportunity to enhance their employment-related skills and improve their self-concept. This program operates under the statutory authority of the GAIN Act (section 2).

The program has been restricted to youths who are unable to complete their education within the school system and are unable to participate in the federal Employment Initiatives for Youth program.

Participants are provided with a monthly allowance of $50 to cover program-related expenses for 25 hours of volunteer work. Placements may be made in nonprofit agencies and organizations or private sector businesses for up to six months.

Expenditures for Youth Incentive in 1985-86 were $43,449.

Ministry of Labour/Ministry of Human Resources Joint Training Assistance

The Ministry of Labour/Ministry of Human Resources Joint Training Assistance Program provides an opportunity for income assistance recipients to develop skills through on-the-job training. This program operates under the statutory authority of the Apprenticeship Act.

Through this program, employers who provide on-the-job training opportunities for income assistance recipients may be eligible to receive a wage subsidy from the Ministry of Labour. Training placements are full-time from a minimum of two months to a maximum of one year.

In 1985-86, an average of 98 income assistance recipients participated in the program each month. The total annual participation was 320 clients. Expenditures for 1985-86 were $666,802.

Employment Initiatives for the Handicapped

The objective of the Employment Initiatives for the Handicapped Program is to provide recipients of GAIN for Handicapped benefits with increased opportunity for employment or social contact. This program operates under the GAIN Act (section 2) and GAIN Regulations (section 15.1).

The program is provided for clients who would benefit from social contact or clients who require work experience in the community to upgrade their work skills. Monthly allowances of up to $50 for single participants or $100 for participating couples may be provided to cover program-related expenses.

An average of 320 clients per month participated in the program. Expenditures for 1985-86 were $340,370.

EMPLOYMENT INITIATIVES PROJECTS

An Employment Initiatives Projects Team has been established to co-ordinate the ministry's response to both provincial and federal government employment and training programs. In general, the ministry acts as a referral agency for income assistance recipients to employment and training opportunities.

Activities of the team include provision of training and support to field staff and liaison with other provincial ministries, federal

government agencies and the private sector. The interests of income assistance recipients are represented and their needs defined for program developers. Key staff have been designated in each region to co-ordinate activities at the local level.

Specific program involvement this year includes the Ministry of Labour/Ministry of Human Resources Joint Training Assistance Program, the Forestry Work Activity Program and programs under the Canadian Jobs Strategy.

CHILD DAY CARE

The ministry participates in child day care through the Parental Subsidy Program, day care support programs, day care grants and the Special Needs Day Care Program. The statutory authority for this participation is the GAIN Act (sections 2, 5 and 22) and GAIN Regulations (sections 4(1) and 28, and schedules D and E).

The objective of the Child Day Care Subsidy Program is to assist eligible families to meet day care costs for children up to and including age 12. The program is a support service to families, enabling parents to prepare for or maintain employment and financial independence. It also provides relief to families during prolonged illness or other family crisis. Eligibility for assistance with the cost of fees is based on the number of people in the family and total net income. The family must also meet social needs criteria as outlined in the GAIN Regulations and Canada Assistance Plan. The ministry can assist families with services such as licensed and unlicensed family day care, group day care, in-own-home day care, nursery school, out-of-school day care and special needs day care.

The 1985-86 expenditure on subsidies was $19,598,295. An average of 3,001 half-time and 8,905 full-time subsidies were given each month.

Day Care Support Programs

The ministry funded six day care support programs during 1985-86. Four of these are family day support programs and are located in Abbotsford, Mission, Kelowna and Nelson. Services include recruiting and training operators for family day care homes and monitoring their operation to enhance the quality and number of available homes. The two other programs assist in the co-ordination of day care services at the University of British Columbia and Simon Fraser University. During 1985-86, ministry funding for these six programs totalled $182,680.

Special Needs Day Care

The objective of the Special Needs Day Care Program is to help children with special needs participate in day care programs by providing extra supports which address the specific needs of each child. These programs offer specialized care, activities and supervision designed to assist the children to attain maximum social, emotional, physical and intellectual growth.

In 1985-86, the ministry contracted with a number of nonprofit societies to provide 65 programs offering 1,024 specialized day care spaces in either specialized or integrated day care centres. Ministry expenditures on contracts totalled $5,598,707. Children in these specialized programs were fully subsidized as funding is provided on a program budget basis rather than on the basis of individual income testing and coupon subsidies. In addition, the ministry provided full or partial subsidies for an average of 200 special needs children in family day care homes, group day care centres or nursery schools each month.

Day Care Program Initiatives

During 1985-86, the ministry helped to preserve 614 day care spaces by providing emergency repair and relocation grants to nonprofit societies. These grants totalled $86,891.

In January 1986, the ministry sponsored a workshop on the Inter-Ministry Child Abuse Handbook for day care operators in the Vancouver area. Representatives from the four Ministries of Education, Health, Attorney General and Human Resources presented information from each section of the handbook. Attendance by more than 100 day care operators indicated a high level of interest in this topic.

INFANT DEVELOPMENT PROGRAM

The Infant Development Program is funded under the statutory authority of the GAIN Act (section 2). This program's objective is to optimize the development of infants aged newborn to three years who exhibit significant developmental delay as a result of mental or physical handicaps. The program also helps parents develop positive and realistic expectations of their child's abilities and assists them in their role of encouraging their child's development.

Services provided by professionally trained infant development consultants through this home-based program include

supplying information and support to parents, designing individualized learning and activity programs for parents to implement, conducting specific development tests and lending relevant books, toys and other resource materials to parents. The ministry also appoints members to sit on the provincial steering committee which acts in an advisory capacity to the ministry and makes recommendations on program guidelines for new development.

The ministry funded 29 infant development programs in 1985-86. Expenditures were $1,492,667. Approximately 2,165 infants received services during the year. The total number of children served since the program was established 13 years ago is now 9,275.

ACHIEVEMENT CENTRES FOR THE HANDICAPPED

The Achievement Centres Program is provided by authority of the GAIN Act (section 2) and GAIN Regulations (section 18). The program provides financial assistance to nonprofit societies which operate day programs designed to improve the personal, social or work-related skills of handicapped persons. The ministry pays achievement centre operators a subsidy based on the number of approved participant hours of each centre. An allowance is available to eligible handicapped individuals to assist with the transportation cost of attending achievement centres.

The hourly subsidy was increased from $1.26 to $1.32 on April 1, 1985. On May 1, 1985, there was a transfer of administrative responsibility and budgets for 14 centres serving approximately 1,900 mental patients to the Ministry of Health. A new achievement centre was started in Delta during the year. By year-end, the ministry was subsidizing 65 centres serving approximately 2,900 clients. Capital grants were made to centres in Duncan and Victoria.

Expenditures on achievement centres in 1985-86 were $6,618,414.

SELF-HELP SKILLS PROGRAM

The Self-Help Skills Program for mentally retarded adults is provided by authority of the GAIN Act (section 2). The program trains and supports mentally retarded adults to enhance personal and social skills which increase functional competencies in everyday living.

Services are purchased by contract from nonprofit societies, private companies or individuals, and from community colleges. The services may be provided on a one-to-one basis or to a group, whichever is best suited to the needs of the handicapped individual. Expenditures in 1985-86 through the Self-Help Skills Program were $4,346,628, an increase of 18 per cent over the previous year. This program provided training and support services to more than 1,400 clients at a time, including those persons placed in the community from Tranquille and persons under the care of the Community Living Society.

COMMUNITY PROJECTS FUNDING

The Community Projects Funding Program purchases services in the community from nonprofit societies. These services complement and support ministry statutory services. The Community Projects Funding Program operates under the GAIN Act (sections 2 and 5). Categories of projects which may be funded are family service projects, crisis centres, youth projects, services to the disabled, volunteer bureaus, and counselling and information services to low income groups.

Regional offices of the ministry are responsible for the initial screening of new applications as well as monitoring established projects. In 1985-86, a total of 163 community projects were funded through the program. Expenditures on community projects were $5,166,198.

The ministry continued to negotiate contracts for purchase of services from some societies which formerly received grants under the Community Projects Funding Program.

RESIDENTIAL SERVICES FOR THE MENTALLY RETARDED

The objective of the Residential Care Services Program is, wherever possible, to provide mentally retarded adults with places to live in their own communities, thus enhancing their independence while meeting their specific needs.

Residential services for mentally retarded individuals include a variety of facility types throughout the province. This enables retarded adults and their families to have some choice in the type of residence that best meets their needs.

COMMUNITY RESIDENTIAL CARE

Residential care services available to mentally retarded adults living in the

community range from full personal care in residence to counselling and support for independent living. The focus of each service is to assist the adult in achieving the greatest degree of independence possible.

This program operates under the statutory authority of the GAIN Act (section 2 (1) (2)) and GAIN Regulations (sections 22, 24, 25 and schedule C). Standards of care are determined by the Community Care Facilities Licensing Act and Adult Care Regulations and the Hospital Act (section 6), which are administered by the Ministry of Health.

Expenditures for adult residential care in 1985-86 were $34,896,402 including funding for intensive adult care resources and professional support team services, but excluding capital grants and start-up funds.

Following the closure of the Tranquille institution in January, 1985, the emphasis has continued to be on the development of a range of living opportunities for mentally handicapped adults in the community. This has resulted in the design of many different program models to meet individual needs.

In 1985-86 individual gains for the former institutional residents included increased levels of independence, acquisition of new social skills and more contact with their families.

Group Homes

Group living for three to twelve adults is provided by nonprofit societies and private operators under contract with the ministry. Each program is uniquely designed to meet the particular needs of the residents.

Proprietary Boarding Residences

Privately-operated commercial residences are funded on the basis of established rates related to the assessed level of care required by each individual. Homes for three or more residents must be licensed under the Community Care Facility Act.

Respite Care

Respite care provides emergency or short-term respite periods of one to thirty days away from the adult's regular home environment.

Semi-Independent Living Programs

Semi-independent living programs provide realistic in-home support to enable individuals and small groups to live with relative independence in the community. The level of support provided varies according to individual need.

Training Centres

Three residential training centres operated by nonprofit societies provide life-skills and vocational training for residents. These centres are Beaver Lodge in Oliver, Endicott Centre in Creston and Variety Farm in Ladner.

SPECIAL PROGRAMS FOR THE RETARDED

There are two provincial institutions and one 50-bed facility providing services to mentally retarded individuals: Glendale Lodge in Victoria, Woodlands in New Westminster and Alder Lodge in Coquitlam.

The increased development of a network of community resources, which began in 1984-85 with the closure of the Tranquille institution, has continued as more residents of the remaining instititions move into the community.

Glendale

Glendale Lodge is a residential facility that provides training and assessment services to physically and mentally handicapped individuals from Vancouver Island and the Gulf Islands. Services provided at Glendale include long-term and short-term care, short-term training and comprehensive assessment services. Glendale also provides a day program for physically and mentally handicapped persons in the Greater Victoria area. Together with the Ministry of Health and other professional groups interested in hearing programs, Glendale provides a screening assessment for persons with impaired hearing.

Glendale Lodge is operated by the Glendale Lodge Society, a nonprofit society registered under the British Columbia Societies Act. In addition to the lodge, the society operates three group homes in Victoria, accommodating 25 severely mentally retarded residents. Expenditures for 1985-86 were $13,662,748.

Woodlands

Woodland provides residential, assessment, planning, training and treatment services for mentally handicapped children and adults to the regions of the Lower Mainland and Northern Coast.

In accordance with long-term planning, the resident population at Woodlands continues to decline. Through outreach services, Woodlands also provides aid to mentally retarded individuals living in the community.

The resident population of Woodlands was 654 on March 31, 1986. Expenditures for 1985-86 totalled $33,616,087.

Alder Lodge

Alder Lodge is a 50-bed facility providing residential, prevocational and outreach services for mentally retarded individuals whose service needs cannot be met in their home communities. It is administered by Region 19 and serves the Lower Mainland regions of the Ministry of Human Resources.

Alder Lodge staff work with individuals and agencies to develop appropriate services for residents as well as other mentally retarded persons in the community. Alder Lodge also provides consulting services to other agencies to assist them in developing and monitoring community-based services for the retarded in Region 19.

To help residents return to their home community, Alder Lodge maintains close working relationships with a variety of community agencies and resources such as Douglas College, Second Step, Ridge Meadows Society, Simon Fraser Society and Woodlands.

SECTION V

Income Assistance

INCOME ASSISTANCE

INTRODUCTION TO PROGRAMS AND SERVICES

The purpose of Income Assistance programs and services is to provide a basic income for British Columbians in need and to assist them to become independent and self-supporting. These services are delivered under the statutory authority of the Guaranteed Available Income for Need (GAIN) Act.

Income Assistance programs and services are administered through the ministry's district offices. Eligibility for benefits is based on an objective measurement of an applicant's needs and financial circumstances.

To protect the rights of individuals applying for assistance, the ministry has an appeal process. A ministry appeal kit is available to inform applicants of how they may initiate an appeal. In the 1985 calendar year 1,674 appeals were submitted.

Income assistance is provided through three types of GAIN programs: GAIN Income Assistance, GAIN for Handicapped, and GAIN for Seniors Supplement (see Services to Seniors, Section VII). When assistance is provided to families where one or more members qualify for financial assistance from programs other than GAIN Income Assistance, the family case is reported under Supplementary GAIN.

GAIN INCOME ASSISTANCE

GAIN Income Assistance provides financial assistance to eligible recipients to help meet fundamental living expenses. Basic income assistance consists of a monthly shelter allowance, determined by the family's actual shelter and utility costs, and a monthly support allowance. Benefit levels are based on family size. The income assistance program includes low income families in need of suplementary earnings, as well as family situations where one or more recipients is aged 60 or over, and children living in the home of relatives (CIHR) who receive assistance on behalf of the child.

Income assistance is intended as temporary financial help in a time of need. Ministry policies encourage and assist employable clients to seek independence and self-sufficiency. Monthly benefits are available to eligible people aged 19 to 64 years, and to their dependents. In 1985-86, 59 per cent of the basic income assistance cases initiated required assistance for 4 months or less.

In 1985-86, income assistance caseloads decreased 3.9 per cent from the 1984-85 levels. As of March 31, 1986, the total income assistance caseload, including the 60 to 64 age group and the CIHR cases, was 129,836, compared to 135,084 on March 31, 1985. The total annual expenditure for GAIN Income Assistance, including GAIN for Handicapped benefits and Supplementary GAIN benefits was $840,934,411.

SUPPLEMENTARY GAIN

GAIN for Handicapped

GAIN for Handicapped benefits are provided to eligible applicants between the ages of 18 and 64 years who meet the requirements for financial eligibility in terms of assets and other income. Applicants must have their physician, or a specialist where appropriate, submit a report confirming that the disability is permanent and that remedial therapy will not significantly lessen the disability. The individual must require extensive assistance to manage normal daily functioning or be subject to unusual and continuous monthly expenditures to meet his needs.

The ministry continues to provide ongoing medical benefits for handicapped recipients who obtain employment. Handicapped clients who subsequently cannot remain in the workforce may resume receiving GAIN for Handicapped benefits upon terminating their employment.

In March 1986, 16,070 people were receiving GAIN for Handicapped benefits.

GAIN for Seniors Not Receiving Old Age Security

A second supplementary GAIN plan, with 2,220 recipients, covers families where at least one recipient in a family is over 65 years of age and no one in the family qualifies for federal Old Age Security benefits.

Mixed Families with Old Age Security Component

The third plan, with 476 recipients, covers families where at least one member is over 65 years of age and qualifies for federal Old Age Security, and other family members qualify for benefits under other income assistance programs.

As of March 31, 1986, the ministry had 18,766 Suplementary GAIN recipients. Of these, 306 recipients and their dependents

were involved in more than one plan.

OTHER SERVICES AND BENEFITS

Under the provisions of GAIN legislation, income assistance recipients may qualify for various additional allowances.

When a recipient is without assets, income or other resources to meet an emergency, the ministry may provide additional assistance in the form of a Crisis Grant. Expenditures for 1985-86 Crisis Grants were $3,368,018.

A School Start-Up Allowance is provided to families with dependent children to help meet extra costs at the start of the school year. In 1985-86, this allowance was $28.50 for children age 6 to 11 inclusive, and $43 for children age 12 or older. The cost of this benefit was $1,630,895.

The ministry continued to make funds available to enable handicapped individuals and children of income assistance recipients to attend recognized summer camp programs. Expenditures for camp fees were $350,304 in 1985-86.

An extra Christmas Allowance of $20 for a single person and $50 for a family was available in the month of December. This allowance totalled $4,506,261 in 1985-86.

A maximum allowance of up to $20 per month may be provided to a recipient to meet extraordinary dietary requirements. In 1985-86, $1,490,704 was expended to help meet these requirements.

A Natal Allowance of up to $25 per month may be granted to a recipient who is pregnant. In the case of a multiple pregnancy or birth, the allowance may be increased to up to $40 per month. In 1985-86, $1,275,385 was expended in Natal Allowances.

A Comforts Allowance of up to $50 per month may be provided to recipients in special care facilities to meet personal needs. A monthly average of 3,564 people received this allowance through the GAIN payment system; this figure does not include those paid a comforts allowance through institutional budgets, such as Woodlands, Glendale, or Riverview. The total expenditure for 1985-86 was $2,564,075.

A handicapped recipient who requires the assistance of a registered guide dog is entitled to receive an additional allowance of up to $35 per month.

Where a deceased person has no estate, relatives or other persons able to assume responsibility, the ministry will provide payment of burial or cremation costs. In 1985-86, the cost of 600 funerals amounted to $729,900.

Eligible recipients who have received income assistance for eight consecutive months may retain a portion of their job earnings to assist with work-related expenses. Policy allows for an earnings exemption of up to $50 per month for a single person and up to $100 per month for a single handicapped person or a person with dependents.

In special circumstances, where such a move would improve employment opportunities, recipients may receive financial assistance to return to their home province or country of origin. In 1985-86, this assistance totalled $153,242.

ADULT RESIDENTIAL RESOURCES

The ministry provides funds to registered nonprofit societies for the development and operation of emergency shelters (transition houses) and single persons' hostels.

Emergency shelters provide temporary room and board for women and children in a period of personal crisis who may require immediate financial assistance. In 1985-86, the ministry provided funding for 31 emergency shelter facilities and 8 Safe Homes. Expenditures in 1985-86 were $2,986,551, a six-fold increase since 1979.

Single persons' hostels provide short-term accommodation to people seeking employment. In 1985-86, the ministry provided funding for hostels at a cost of $2,466,576, an increase of seven per cent from the previous year.

Some facilities offering treatment for people with alcohol– and drug-related problems were jointly funded with the provincial Alcohol and Drug Commission of the Ministry of Health. Ministry of Human Resources contributions were $1,208,093 in 1985-86.

MINISTRY INSPECTORS

Ministry inspectors investigate cases of alleged fraud and recommend procedures to prevent its ocurrence. In the most serious cases, court action is undertaken. Where possible, overpayments fraudulently obtained are recovered through out-of-court settlements.

In 1985-86, 8,955 allegations were investigated. There were 164 charges laid involving 675 individual counts. Additionally, 2,022 settlements were negotiated without court action, totalling $2,156,049.

The total savings achieved by the ministry's inspectors cannot be estimated, because fraudulent claims and overpayments would have continued for an undetermined period of time if not detected.

FAMILY SUPPORT PROGRAM

The Family Support Program, a joint project of the Ministries of Human Resources and Attorney General, is designed to assist separated or divorced income assistance clients to obtain reasonable and promptly-paid spousal and child support payments from their former spouses. Services are provided under the statutory authority of the GAIN Act and the Family Relations Act. The program provides participants with assessment and legal services to obtain maintenance by court order or consent, monitors payments made and initiates enforcement action quickly in cases where payments are not forthcoming. During 1985-86, the program operated as a pilot project in the City of Vancouver.

EMERGENCY SOCIAL SERVICES

The ministry has a program to help people in the event of a civil emergency, such as flood, fire or earthquake, and provides essential emergency social services to victims of a disaster. In 1985-86, services were provided following the evacuation of Canal Flats due to the threat of forest fire, and to residents of McBride due to local flooding.

Planning for response to civil disasters requires the participation of Ministry of Human Resources, the Provincial Emergency Program, Ministry of Environment, municipal personnel and volunteer agencies. Emergency Social Services (ESS) planning has taken place in approximately 60 communities in British Columbia. Continued development of vital ESS planning is ongoing throughout the province. Emphasis is now being placed on training the increasingly large number of individuals involved in the delivery of ESS.

An Emergency Social Services Operations Manual is available to local ESS committees. The Canadian Red Cross continues to provide support and training in registration and inquiry services. The Ministry of Human Resources is providing orientation and training for ESS directors as well as personal and financial services.

HEALTH CARE AND DENTAL SERVICES

Provided under the statutory authority of GAIN Regulations (section 29), ministry health services include purchase of medical insurance, purchase of dental and optical services, payment for medical transportation and accommodation, purchase of medical supplies and equipment and purchase of services for certain designated therapies on behalf of eligible GAIN recipients.

Levels of assistance vary depending on the financial circumstances of the individual.

The Health Services Section is responsible for developing policy on health service programs and for monitoring policy application and budgets. It serves in a consultative capacity to provide field offices with information pertaining to policy interpretation, available health care services and community resources. The section also arranges purchase of major medical equipment and maintains inventory records of purchases. A limited supply of equipment owned by the ministry is provided on a short or long term basis to eligible income assistance recipients when needed.

Health Service program budgets are allocated to each region of the ministry. Field offices are responsible for determining eligibility and most expenditures are authorized at the local level. Ministry expenditures for health care and dental services in 1985-86 were $36,014,815.

SECTION VI

Pharmacare

PHARMACARE

The Pharmacare Program operates under the authority of the Guaranteed Available Income for Need (GAIN) Regulations (section 30) and removes the major expense burden for prescribed benefits from individuals or families in British Columbia. This objective is accomplished through full or partial payment of costs incurred for prescription drugs and other designated benefits.

Pharmacare administers four plans, each benefiting a different group of people. While benefit items are identical within the plans, eligibility and degree of assistance vary.

GROUP1 Full payment is made by Pharmacare direct to the supplier on behalf of:

Individuals holding a valid Pharmacare card issued on the basis of age (65 years of age or older) and residency (Plan A);

Individuals resident in a licensed long-term care facility (Plan B);

Individuals and dependents eligible for the Ministry of Human Resources Medical Benefits Program (Plan C).

GROUP 2 Universal Pharmacare.

Partial government assistance, represented by 80 per cent reimbursement of calendar year costs above an annual deductible, is provided on behalf of every British Columbian not covered in Group 1 who is registered with Medical Services Plan of British Columbia. Those receiving fully-paid benefits from union- or employer-sponsored plans, or from the Department of Veteran Affairs, the Department of Indian and Northern Affairs or Workers' Compensation, will continue to be covered by those programs. The annual deductible for claimants in 1985 was $200.

Pharmacare may provide payment or reimbursement for some therapeutic medications which are prescribed by a physician, dentist or podiatrist. These medications must be included in Schedule A, Part 1, and Schedule A, Part 3, Division 2 of the British Columbia Pharmacists' Act and must be obtained from a licensed pharmacy located in British Columbia. In addition, Pharmacare covers syringes for diabetics, ostomy supplies and designated permanent prosthetic appliances.

Pharmacare operates with a permanent staff of 50 people. In 1985-86, an estimated 872,000 residents of the province benefited from the program.

The 1985-86 expenditures for this program were $136,499,740, a 14.9 per cent increase over the previous year.

SECTION VII

Services to Seniors

SERVICES TO SENIORS

INTRODUCTION TO PROGRAMS AND SERVICES

The Ministry of Human Resources delivers a variety of programs to support and enhance the independence, well-being and health of senior citizens. Ministry services recognize the special needs of seniors and assist them to meet as many of their own needs as possible, while promoting greater use of community resources.

GAIN FOR SENIORS SUPPLEMENT

This program provides a guaranteed minimum income to those seniors in receipt of the federal government's Guaranteed Income Supplement and Spouses' Allowance. The program operates under the Guaranteed Available Income for Need (GAIN) Act (section 2).

Persons eligible for the GAIN for Seniors benefit are paid automatically, based on federal pension information supplied by the Old Age Security Division of Health and Welfare Canada. With increasing pension income, the number eligible for GAIN for Seniors Supplement has been decreasing over several years.

The number of GAIN for Seniors recipients as of March 1986 totalled 44,547. Expenditures for this program in 1985-86 were $16,744,294.

SHELTER AID FOR ELDERLY RENTERS (SAFER)

The SAFER Program provides direct cash assistance for a portion of rental costs to Old Age Security (OAS) recipients living in rental accommodation. The program operates under the Shelter Aid for Elderly Renters (SAFER) Act.

SAFER benefits equal 75 per cent of the amount by which rent exceeds 30 per cent of the applicant's total income. The maximum monthly rent that could be claimed for SAFER benefits was $330 for a single person and $365 for a couple in 1986.

To be eligible for SAFER, applicants must be 65 years of age or older, and a recipient of OAS renting a principal residence in B.C. and paying more than 30 per cent of their income toward rent. In addition, applicants (or their spouses) must have resided in British Columbia for two years immediately prior to application or for five continuous years at any time in the past.

Total SAFER cases on March 31, 1986 were 9,384 and total program expenditures for 1985-86 were $8,003,816. As a result of increases in the various pension benefits, fewer people received SAFER benefits in 1985-86.

BUS PASSES

This program provides subsidized bus passes to aid and encourage the mobility of eligible low income senior citizens and recipients of GAIN for Handicapped benefits. The program operates under the GAIN Act and Regulations (schedule A, 3 (b) iii) and the Ministry of Human Resources Act. Ministry of Human Resources bus passes enable the holder to travel without payment of fares on the local transit system in his area of residence.

Bus pass applicants must be residents of British Columbia, 65 years or older, who are in receipt of either the Federal Guaranteed Income Supplement or GAIN for Seniors Supplement or both; or 60 years or older, who are in receipt of GAIN benefits; or under 65 years of age and in receipt of GAIN for Handicapped benefits.

As of January 1, 1986, a bus pass cost each applicant $28 per year. As of March 1986, there were 30,562 pass holders. In addition to the fees paid by bus pass recipients, the ministry paid $4,358,025 to BC Transit during the fiscal year for the full value of the bus passes.

SENIOR CITIZEN COUNSELLORS

The Senior Citizen Counsellors Program helps inform senior citizens in British Columbia of all services and programs available to them and provides informal counselling and support. The program is provided under the statutory authority of the Guaranteed Available Income for Need Act (section 2).

Senior citizen counsellors are seniors who work as volunteers in co-operation with the Ministry of Human Resources to provide information on seniors programs and services, help in completing pension forms, help with essential transportation, emotional support in times of crisis, friendly visiting, and assistance in the development of community services for seniors.

Counsellors are appointed because of their abilities as well as their interest in and involvement with seniors. They submit monthly statistical reports and expense claims and are reimbursed for expenses up to $100 per month.

On March 31, 1986 there were 172 senior citizen counsellors throughout British Columbia. Program expenditures for the 1985-86 year totalled $185,557.

SECTION VIII

Legislation

LEGISLATION

The Ministry of Human Resources administered the following legislation during the 1985-86 fiscal year. Copies may be obtained from the Queen's Printer.

Ministry of Human Resources Act, RSBC 1979, Chapter 274.

This act establishes the jurisdiction of the Ministry of Human Resources in all matters relating to social and public welfare and income assistance.

Guaranteed Available Income for Need Act, RSBC 1979, Chapter 158, (Consolidated Sept. 1984) and Regulations (BC Regulation 479-76, Consolidated June 1985).

This act and its regulations provide for essential financial assistance and social services for eligible individuals and families. The social services include day care, family support services, residential care, counselling and rehabilitation services.

Adoption Act, RSBC 1979, Chapter 4 (Consolidated Sept. 1984), and Regulations (BC Regulation 278-78) and Amendments.

The purpose of this act is to provide the same rights and privileges for adopted children as for children born to parents in a family.

Child Paternity and Support Act, RSBC 1979, Chapter 49, (Consolidated Jan. 1984).

This act provides the mothers of children born out of wedlock with the rights to obtain financial support for the children from the fathers.

Family and Child Service Act, RSBC 1980, Chapter 11, (Consolidated Sept. 1984).

This act provides statutory procedures for protection and care of children who are neglected, abused, abandoned or living without proper supervision or guardianship.

Human Resource Facility Act, RSBC 1979, Chapter 185, (Consolidated Oct. 1982) and Regulations (BC Regulation 586-76 and Amendments.

This act and its regulations authorize provincial grants to nonprofit organizations for the development of residential facilities or centres for children, disabled persons and senior citizens.

Community Resource Board Act, RSBC 1979, Chapter 58, (Consolidated Jan. 1984) and Regulations (BC Regulation 655-75).

This act empowers the government to establish Human Resource and Health Centres where provincial income assistance programs, social services and health services may be administered by boards composed of local citizens.

Social Workers Act, RSBC 1979, Chapter 389, (Consolidated Jan. 1984).

This act permits the government to establish the Board of Registration for social workers.

Shelter Aid for Elderly Renters Act, RSBC 1979, Chapter 385, Regulations (BC Regulation 298-77) and Amendments.

This act provides for payment of monthly cash assistance to eligible residents of the province who receive Old Age Security benefits and pay more than 30 per cent of their income for rent.

Residence and Responsibility Act, RSBC 1979, Chapter 364, (Consolidated Sept. 1984) and Regulations (BC Regulations 283-71 and 284-71).

This act requires municipalities to contribute to the costs of specific social assistance programs for persons in need.*

*Municipalities have not had to contribute since 1982.